

## NASA SHARED SERVICES CENTER

# **Performance Awards (5.2) Service Delivery Guide (3.2.1.5)**

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Basic	Basic	06/26/06	Basic Release

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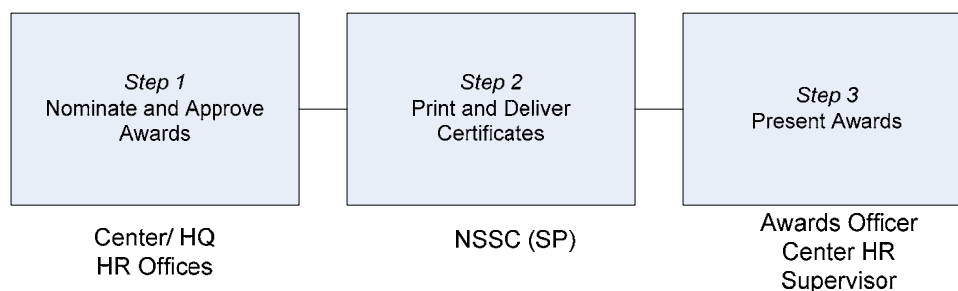
# Performance Awards

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## Introduction

The NASA Shared Services Center (NSSC) is responsible for providing administrative support for NASA's Performance Awards. This includes annual Performance Awards, Superior Accomplishment Awards, Suggestion Awards, Quality Step Increases (QSI), Time Off and On-the-Spot Awards. With the exception of Annual Performance and On-The-Spot Awards, the NSSC (SP) is responsible for printing and delivering award certificates to the Centers/Headquarters (HQ), monitoring the NASA Automated Awards System (NAAS) to identify upcoming awards, and providing support for report queries that are not standard in the automated awards system.

## Process – Overview of Performance Awards



### Roles & Responsibilities

Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p><b>Center/HQ Human Resources Offices</b></p> <p>Nominate and Approve Awards</p>	<p>For Annual Performance Awards, Center/HQ Human Resources (HR) Offices send notifications to organizations to submit nominations for performance awards. Nominating officials nominate employees through NAAS. The nominations go through the Center/HQ review process, which can include up to three (3) approval levels. The Center/HQ Awards Officer or Center HR Office reviews nominations through NAAS for adherence to guidelines and approves the awards. Once the award is approved, the nominator is sent an email confirming that the award was approved. NAAS then uploads award to the Federal Payroll/Personnel System (FPPS). If the award is a QSI, FPPS prints the SF-50, Notification of Personnel Action.</p> <p>Centers may open a window for submission of awards based on annual performance ratings, however no call letters are issued for any other performance based</p>	<p>If the award is an On the Spot Award, the request should be completed and approved electronically within twenty-four (24) hours of the request.</p> <p>After Personnel Action Processing migrates to the NSSC during the 2<sup>nd</sup> quarter of Fiscal Year 2008, the NSSC will be responsible for resolving all data upload issues with FPPS.</p>

Roles and Responsibilities	Action	Tips
	<p>awards. These awards involve direct nominations into the NAAS as nominating officials determine that the award is warranted. Once these nominations are entered into NAAS, they follow the Center approval process.</p> <p><b>Output:</b> Approved Awards</p>	
<p>Step 2</p> <p><b>NSSC (SP)</b></p> <p>Print and Deliver Certificates</p>	<p>The NAAS notifies NSSC (SP) to print Superior Accomplishment, Suggestion, Time Off award certificates. NSSC (SP) prepares the certificates, places each certificate in a folder and sends them to the Center/HQ HR point of contact (POC).</p> <p><b>Output:</b> Printed Certificates and reports</p>	
<p>Step 3</p> <p><b>Awards Officer/Center Human Resources Supervisor</b></p> <p>Present Awards</p>	<p>The Center/HQ HR POC sends the awards to the Approving Official for signature and presentation as applicable.</p> <p><b>Output:</b> Awards Presented</p>	

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## Metrics

<i>Initiating Office/Entity</i>	<i>Deliverable (Output)</i>	<i>Receiving Office/Entity</i>	<i>Metric</i>
NSSC (SP)	Award Certificates	Center/HQ HR points of contact	Within three (3) days of receiving notification in NAAS.

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## **Privacy Data**

All participants involved must ensure protection of all data covered by the Privacy Act.

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**System Components**

Existing Systems

None Identified

IT System Title	IT System Description	Access Requirements	IT System Interfaces
N/A			

New Systems

Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
NAAS	Awards nomination and tracking system.	WebTADS Account	FPPS



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## Contact Center Strategy

Each activity requires a clearly defined contact center strategy which answers the question, "Who will answer the call and handle the request" and defines the escalation parameters for the activity. Because of the varied nature of the NSSC's activities and volume of transactions, each activity has a unique Contact Center strategy. Refer to the NASA Shared Service Center Customer Contact Center Service Delivery Guide (3.5.1) for the Contact Center strategy concerning this activity.

## Appendix – Process Flow Diagram

### Performance Awards

